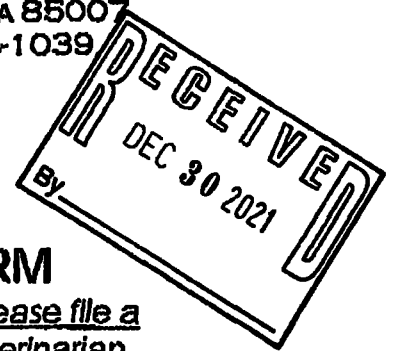


**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**  
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007  
PHONE (602) 364-1PET (1738) FAX (602) 364-1039  
VETBOARD.AZ.GOV



**COMPLAINT INVESTIGATION FORM**

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

<b>RECEIVED</b>	
Date Received: <u>DEC. 30, 2021</u>	Case Number: <u>22-60</u>

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Harmony Vet Hospital - Dr. Burdick  
Premise Name: Harmony Vet Hospital  
Premise Address: 1745 W. Glendale Ave.  
City: Phoenix State: AZ Zip Code: 85021  
Telephone: 602 249 1900

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: LISA Arguemedo  
Address: [REDACTED]  
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

**C. PATIENT INFORMATION (1):**

Name: Molly  
Breed/Species: Pomachon  
Age: 4 Sex: FEMALE Color: White/Gray

**PATIENT INFORMATION (2):**

Name: Mickey  
Breed/Species: Chihuahua  
Age: 12 Sex: MALE Color: Black TAN

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

Forest Vet Clinic  
14141 FL-40 Silver Spring FL  
(352) 625-4788

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: 

Date: \_\_\_\_\_

**F. ALLEGATIONS and/or CONCERNS:**

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

I've called office several times + my New Vet called also. The office refuses to send over my pets medical records. Spoke to "Janessa" and she was supposed to put "request" in. This has been going on over 2 weeks now.



Mary Kate Burdick D.V.M.  
Harmony Veterinary Hospital  
1745 W Glendale Ave  
Phoenix, AZ 85021

January 31, 2022

Re: AZ board complain 22-60

To The Arizona State Veterinary Medical Examining Board,

I called and spoke with Tracy Riendeau and was granted extra time to respond. I received the complaint on January 13, 2022 and one of the staff members who was present was out due to being exposed to COVID and just came back today.

- Enclosed is my account with respect to the events associated with this inquiry.
- Enclosed is a copy of both animals' complete medical records, Molly and Mickey, there are no handwritten records or radiographs.
- E-mails of records being sent to Forest Vet Clinic.
- Enclosed is also a statement from Beth Daugherty, hospital manager, and from Jennessa Bee, who are staff members present.

At Harmony Veterinary Hospital we try to be efficient. For records and medication refill requests, if I am available, I look at them and on the spot they are sent, filled, or denied right away. If I am occupied, the request is put in the "suitcase" in Cornerstone for me to approve. Since laboratory results come in throughout the day and other items, the suitcase is checked several times a day.

I have realized that there are several ways that records can be sent and if they are not sent out of Cornerstone, our software, that someone has to manually document that the records were sent. For medication refills there is a label and line item generated. We have never had anyone complain about not getting records promptly and upon checking records from that time period some were documented and some were not.

Harmony Veterinary Hospital closed for the holidays on 12/23/2021 and reopened on 01/03/2022. We had a plan for an employee to come in on the 24th for medication pick up and other requests and for her to come in on 12/28 to answer any requests for refills and records; however she caught COVID and this did not happen. This employee is still out on sick leave.

There is a request on 12/21/2021 from Lisa Argumedo which was approved. When the Arizona Board complaint was received on 01/13/2022 we sent the records again. It has always been my understanding that records are to be sent within 10 working days although we try and turn them right around. There are 10 working days (of which Harmony Veterinary Hospital was closed for half of that time) between the request on 12/21/2021 to when it is documented that records were sent on 01/07/2022 although I believe they were also sent between 12/21/2021 and 12/23/2021. In any event, I am very sorry that this caused any consternation or problem for Ms. Argumedo. We never refused or intended to delay sending the records.

We have initiated a tune up for current employees and training for new employees on this and other communication and medical record keeping skills so that this does not ever happen again.

Sincerely yours,  
*/s/ Mary Kate Burdick DVM*  
Mary Kate Burdick DVM

**DOUGLAS A. DUCEY**  
- GOVERNOR -



**VICTORIA WHITMORE**  
- EXECUTIVE DIRECTOR -

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**INVESTIGATIVE DIVISION REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** Investigative Division

**RE:** Case: 22-60

Complainant(s): Lisa Argumedo

Respondent(s): Mary K. Burdick, DVM (License: 4660)

**SUMMARY:**

Complaint Received at Board Office: 12/30/21

Board Discussion: 3/16/22

**APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018  
(Lime Green); Rules as Revised  
September 2013 (Yellow).

Complainant alleges Respondent did not send her dogs' medical records to her, or her new veterinarian, in a timely manner.

**PROPOSED 'FINDINGS of FACT':**

1. Complainant stated that she and her new veterinarian had requested her dogs' medical records several times and did not receive the records; it had been over two weeks.
2. Respondent stated that the premises was closed for the holidays between 12/23/21 and 1/3/22. They had planned for a staff member to come in on the 24<sup>th</sup> for medication pick up and other requests; staff was also scheduled to go into the premises to answer any requests for refills and records. The staff member got COVID and was unable to go to the premises as planned.
3. On December 21, 2021, Complainant requested the medical records which was approved. The entry in "Molly's" medical record states that Complainant had repeatedly requested her pets' medical records. No staff member remembers speaking with her or the request.
4. On January 7, 2022, an entry in "Molly's" medical record that the medical records were sent to Forest Vet Clinic. There is a screenshot from Respondent's premises indicating "Molly's" medical records were sent to Complainant's new veterinarian – however, it does not show "Mickey's" were sent.
5. On January 13, 2022, Respondent stated that she received the Board complaint and the medical records were again sent. There is an entry in "Mickey's" medical record on this date indicating the medical records were sent to Forest Vet Clinic.
6. Respondent explained that they have never had anyone complain about not receiving their medical records promptly. They have ever refused or intended to delay sending the medical records. Typically when medical records are requested, Respondent reviews the request and they are immediately sent, however, if she is occupied, the request is placed in a folder (suitcase) in Cornerstone for Respondent to approve. The folder is checked several times a day as other requests and information is placed in the same folder. A note is usually placed in the medical record notating the request and that the records were sent.
7. Respondent stated that they have refreshed all employees on medical record keeping requirements to ensure this issue does not happen again.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

TR

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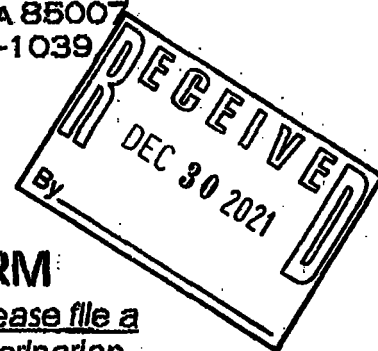
Tracy A. Riendeau, CVT  
Investigative Division

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City: Phoenix State: AZ Zip Code: 85021

Telephone: 602 249 1900

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: LISA Arguendo

Age: [REDACTED]

City: [REDACTED]

Zip: [REDACTED]

Home Telephone: [REDACTED]

Cell Telephone: [REDACTED]

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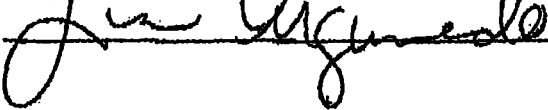
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Forest Vet Clinic  


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